Avaya 3100 Mobile Communicator - Client for iPhone User Guide

Avaya 3100 Mobile Communicator
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Introduction

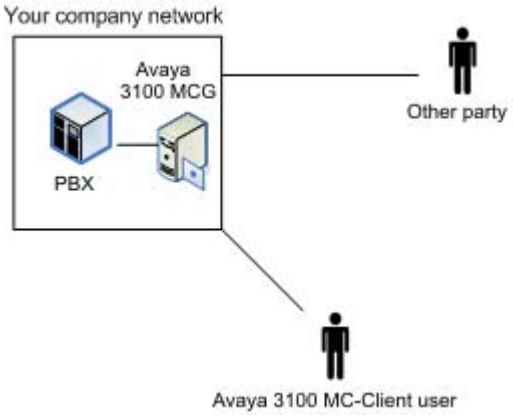
This guide describes how to set up and use the Avaya 3100 Mobile Communicator - Client for iPhone (Avaya 3100 MC - Client for iPhone) on your iPhone mobile device. The guide assumes that you are familiar with your iPhone mobile device. This document is new for Avaya 3100 Mobile Communicator Release 3.1.

Using Avaya 3100 MC - Client for iPhone to make phone calls

When you use Avaya 3100 MC - Client for iPhone, you use the Avaya 3100 MC - Client for iPhone to place and receive phone calls, but the phone call is actually made using the mobile device's native dialer.

In order to use Avaya 3100 MC - Client for iPhone most effectively for the way your work, you need to understand the advantages of using Avaya 3100 MC - Client for iPhone on your mobile device and you need to understand a little bit of the principle of operation.

Two Legs to Every Call. With Avaya 3100 MC - Client for iPhone, an incoming or outgoing call always consists of two legs: the "local leg" between you and the PBX, and the "remote leg" between the PBX and the other party.



3100 MCG Involvement. When you place a call, you actually send a request to the Avaya 3100 Mobile Communicator Gateway, who then requests the PBX to place one call between you and the PBX (the local leg) and another call between the PBX and the other party (the remote leg). The two calls are immediately bridged together, so you and the other party can talk.

Communications with 3100 MCG. The communications between you and the Avaya 3100 Mobile Communicator Gateway are made over HTTP or HTTPS.

Advantages of Avaya 3100 MC - Client for iPhone

Advantages for phone calls

Single Identity

One of the major features of Avaya 3100 MC - Client for iPhone is that it other people see you as having one phone number, typically your enterprise extension.

- For outgoing calls, all your calls will be presented as originating from your enterprise phone number, not your mobile device number. For example, if you use Avaya 3100 MC - Client for iPhone to place a

call, you can request that the call actually be made on your home phone (the physical phone) but the other party will see the call as coming from your enterprise number.

- For incoming calls, other people can phone you at your enterprise number and you can pick up the call at any of your phones: your cell phone, your desk phone, or even your home phone.

Direct versus Call Me First

Avaya 3100 MC - Client for iPhone usually functions in Direct mode, which means that the local leg is made from your cell phone to the PBX. However, sometimes it is worthwhile to switch to Call-Me-First mode. In this mode, the local leg of the call is an incoming call from the PBX to you.

If you are long distance from your PBX, using Call Me First can save money:

- In Direct mode, the local leg will involve a long-distance charge plus roaming charges to your cell phone number.
- In Call Me First mode, the local leg will be a local call between your PBX and your cell phone; the cell phone may incur only roaming charges.

  Call Me First is also useful if you have a cell phone plan that provides for free incoming calls.

Cost Savings

Having the calls split into two legs can also result in savings. For example:

- You are in your company office and phone someone in another city using Avaya 3100 MC - Client for iPhone. The local leg is a local call. The remote leg is a long-distance PSTN call or cell call charged to your company.

Advantages for Instant Messaging

Avaya 3100 MC - Client for iPhone supports instant messaging and presence (the ability to see another person’s online status). You can:

- Send an IM to a buddy. You can even IM someone while on a call, if the call is being made over 3G.
- See the presence of buddies who are also Avaya 3100 MC - Client for iPhone users.
- Search for contacts in the Corporate Directory and native (iPhone) address book.

Getting started

Operating requirements

Supported Devices	iPhone iPhone 3G iPhone 3GS
Supported Operating Systems	iPhone 3.1.2+
Supported Languages	English
Network Interfaces	Avaya 3100 MC - Client for iPhone requires a subscription to a data plan

Prerequisite knowledge

It is assumed that you know how to use the basic features of your cell phone. Specifically, you should know:

- How to install applications from the Apple Store.
- How to navigate in iPhone applications and how to switch from one application to another
- The location of the main iPhone button.

Get your data

Obtain the following information from the system administrator:

Data	Description	How Used
IP Address of primary 3100 MCG	For example, 172.18.2.69.	Entered in Login screen (page 35)
Port of primary 3100 MCG	For example, 8443.	Entered in Login screen
User name	This will typically be a number and may be identical to your regular internal extension. For example, 7000.	Entered in Login screen
Password		Entered in Login Information screen
Type of connection	HTTP or HTTPS	Entered in Login screen
3100 MCG Service DID	If your enterprise has several DIDs, your administrator will provide guidelines for which DID to use. For example, “users in Vancouver use number 6045551000, users in Ottawa use the default”	Entered in Call Settings screen
Voicemail number	If your enterprise has several voice mail numbers, your administrator will provide guidelines for which number to use. For example, “users in Vancouver use number 101, users in Ottawa use 105”	Entered in Call Settings screen
Avaya 3100 MC - Client for iPhone number versus desk extension	Whether your Avaya 3100 MC - Client for iPhone number is the same as your desk extension or different.	Your desk extension is entered in the My Profile screen

Data	Description	How Used
Format for entering your own phone numbers into Avaya 3100 MC - Client for iPhone	For example, whether you must enter the number like this: +196135557000.	Entered in Owner Information screen (page 35)
Format for dialing phone numbers	The format for: • Extensions • Local numbers: dial 9 first? • Long distance numbers: dial 1 first? • International calls: dial +? The formats depend on what your administrator has set up on the Avaya 3100 Mobile Communicator Gateway and the PBX.	• Used when you enter your own cell phone number in the Settings screen • Used when you enter phone numbers of buddies (contacts) • Used when you dial outgoing phone numbers
Corporate directory	Your administrator should tell you whether or not a corporate directory has been set up using LDAP.	If a corporate directory has been set up then in the Search screen, you can search for contacts in the directory. See page 26.

Set up your mobile phone environment

Setting up cellular access points

If you are using an unlocked GSM device for the first time, you may have to manually program an Access Point Name (APN), username and password on the device. Use the access point recommended by your administrator.

Choose Settings > General > Network > Cellular Data Network in order to make a cellular data connection. (The option Cellular Data Network only appears if you have an unlocked device).

First time connection

The first time you start, the Login screen automatically appears. You must enter login information. (At the next startup, Avaya 3100 MC - Client for iPhone skips this screen and logs you in using this saved information.)

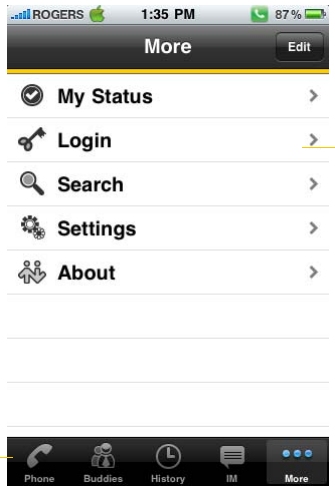
The address and port of the Avaya 3100 Mobile Communicator Gateway server. This is the server you connect to each time you log in. You must be connected to this server in order to use Avaya 3100 MC - Client for iPhone.

Choose the option specified by your administrator

Configuring Avaya 3100 MC - Client for iPhone

Opening Avaya 3100 MC - Client for iPhone tasks

There are nine tasks in Avaya 3100 MC - Client for iPhone, but only four of these can show in the tab bar at the bottom of the screen.



The other five tasks appear on the More screen

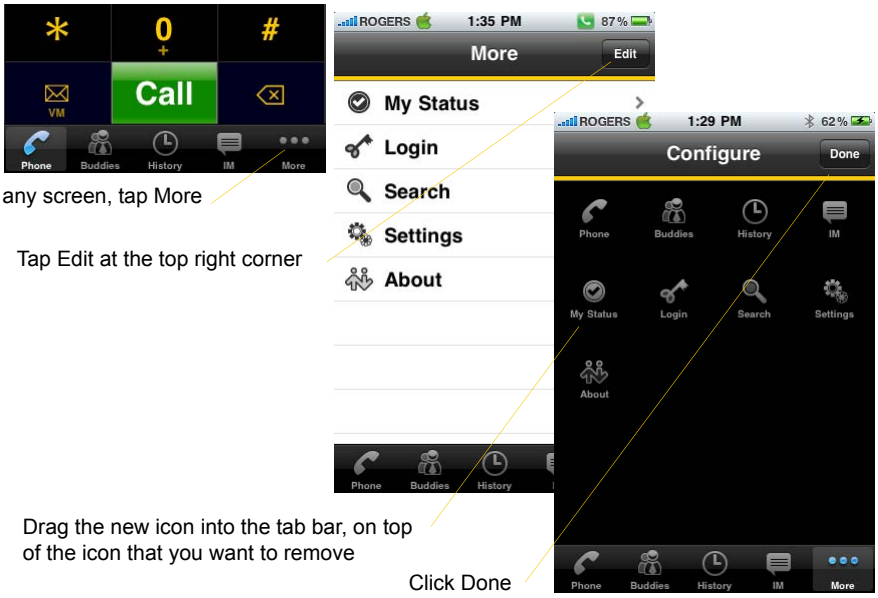
Four tasks appear here

- To open a module that is in the tab bar, tap the icon.
- To open a module that is not in the tab bar, tap More and tap the item.

In this guide, the phrase “open” is used to describe both these actions.

Editing the tab bar

You may want to change the tab bar to include the modules you use most often:



From any screen, tap More

Tap Edit at the top right corner

Drag the new icon into the tab bar, on top of the icon that you want to remove

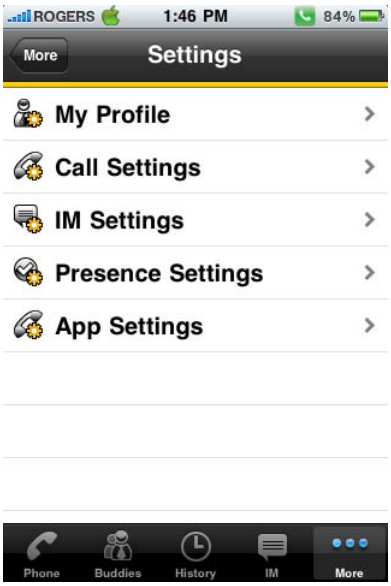
Click Done

Displaying the Settings screen

Once you have logged in the first time, you can configure Avaya 3100 MC - Client for iPhone.

- Open Settings. The Settings screen appears.

Your administrator may have set up some settings as read-only.



Configure for phone calls

From the Settings screen, select MyProfile. Complete this screen with your name and your phone numbers. See page 35.

You will also be able to place calls from any of the phone numbers you specify here. See “Placing a call from another device – Call from” on page 16.

Configure other features

Setting up contacts

You can access your native address book and your corporate directory (if your enterprise has one) from within Avaya 3100 MC - Client for iPhone, in order to make phone calls and send IMs. You access the native address book and corporate directory by searching (page 26).

You can also create Avaya 3100 MC - Client for iPhone “buddies”. These people are displayed in the Buddies screen. Creating buddies has several advantages:

- You are working with a shorter list, and only with people you are interested in.
- All buddies are displayed so you are not forced to do a search to find a person.
- You can view the presence of people in the Buddies screen, assuming the person is a Avaya 3100 MC - Client for iPhone user.

As part of your initial configuration, you can “promote” contacts to your Buddies screen from your native address book and corporate directory; see page 22. Or you can simply add buddies as you go along (page 21).

Configure Presence

You can see the presence (online status) of people in the Buddies who are also Avaya 3100 MC - Client for iPhone users.

You can configure how presence information is shown for buddies. From the Settings screen, select Presence Settings and set “Auto Presence” to:

- On: All names in the Buddies screen are updated continually. This mode increases battery use and increases the data traffic.
- Off: You highlight a person and request their presence. The presence indicator disappears after the specified time.

Configure Instant Messaging

From the Settings screen, tap IM Settings and configure how you want to be alerted to new IMs. See page 38

Using Avaya 3100 MC - Client for iPhone

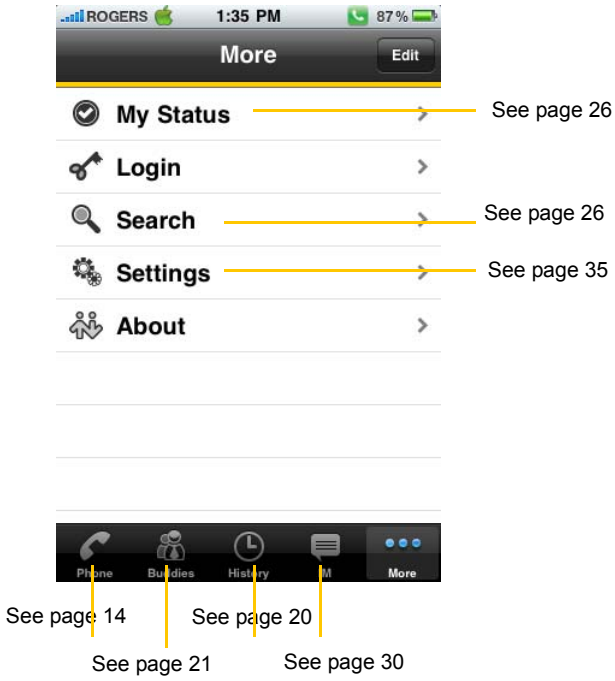
Starting and exiting

From the main iPhone screen, tap the Avaya 3100 Mobile Communicator - Client for iPhone (Avaya 3100 MC - Client for iPhone) icon. Avaya 3100 MC - Client for iPhone opens to the screen it was on when you exited. Avaya 3100 MC - Client for iPhone then automatically logs in.

To exit Avaya 3100 MC - Client for iPhone, click the main iPhone button; Avaya 3100 MC - Client for iPhone logs out and exits. Typically, there is no need to manually log out before exiting Avaya 3100 MC - Client for iPhone.

The tab bar and Avaya 3100 MC - Client for iPhone tasks

The starting point for working with Avaya 3100 MC - Client for iPhone is the main tab bar. Four of the Avaya 3100 MC - Client for iPhone tasks are shown in this tab bar. The remainder appear in the More screen. To change the tasks that show in the main tab bar, see page 9.



Administrator messages

At any time, you may receive a message from your administrator.

Placing phone calls

Calling in Direct mode

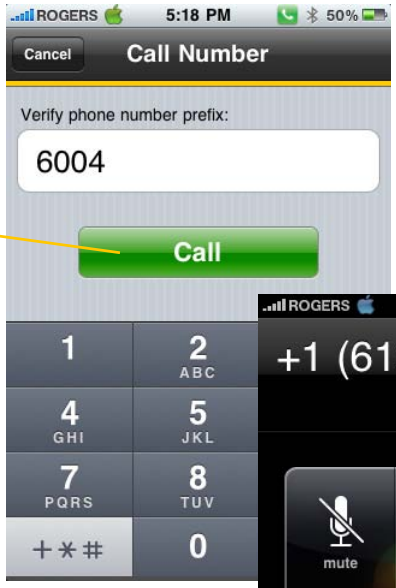
This is the usual way to place a call. You can also call in Call Me First mode, next page.

Set up. Make sure Call Me First is off (Settings > Call Settings; see “Call Settings” on page 37).

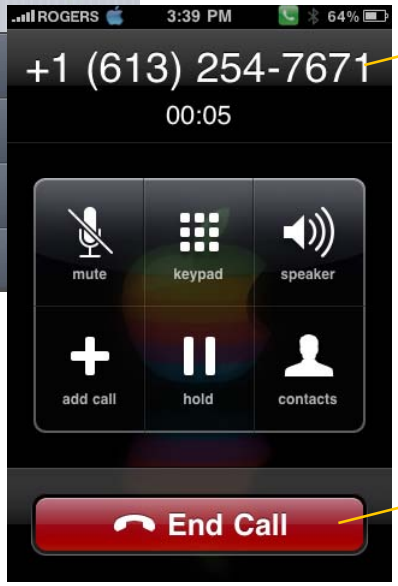
Find the Number. You can start a phone call from the:

- Phone screen—type the phone number. The numbers appear in the call entry field.
- Phone screen—to redial the last number, tap Call. The last number appears in the call entry field.
- Buddy screen—tap the desired buddy. (Use the scroll bar on the right to scroll through a long list). The Buddy screen appears. Tap one of the phone numbers. The Call Number screen appears.
- History screen—tap the desired entry. The Call Number screen appears.
- Search screen—type the first letter in the first or last name to filter the list. Tap the desired buddy. The Call Number screen appears.

Place the call.



In all cases, click Call



Call being made; this is the Avaya 3100 Mobile Communicator Gateway service DID (page 37)

The Dial Enterprise message appears for a second, then this screen appears

At first you will hear “please hold while your call is being connected’ message.

Then if the person answers, the call will become established

In direct mode, when you end the call (either when it is ringing or once it is established, Avaya 3100 MC - Client for iPhone exits. You must restart Avaya 3100 MC - Client for iPhone.

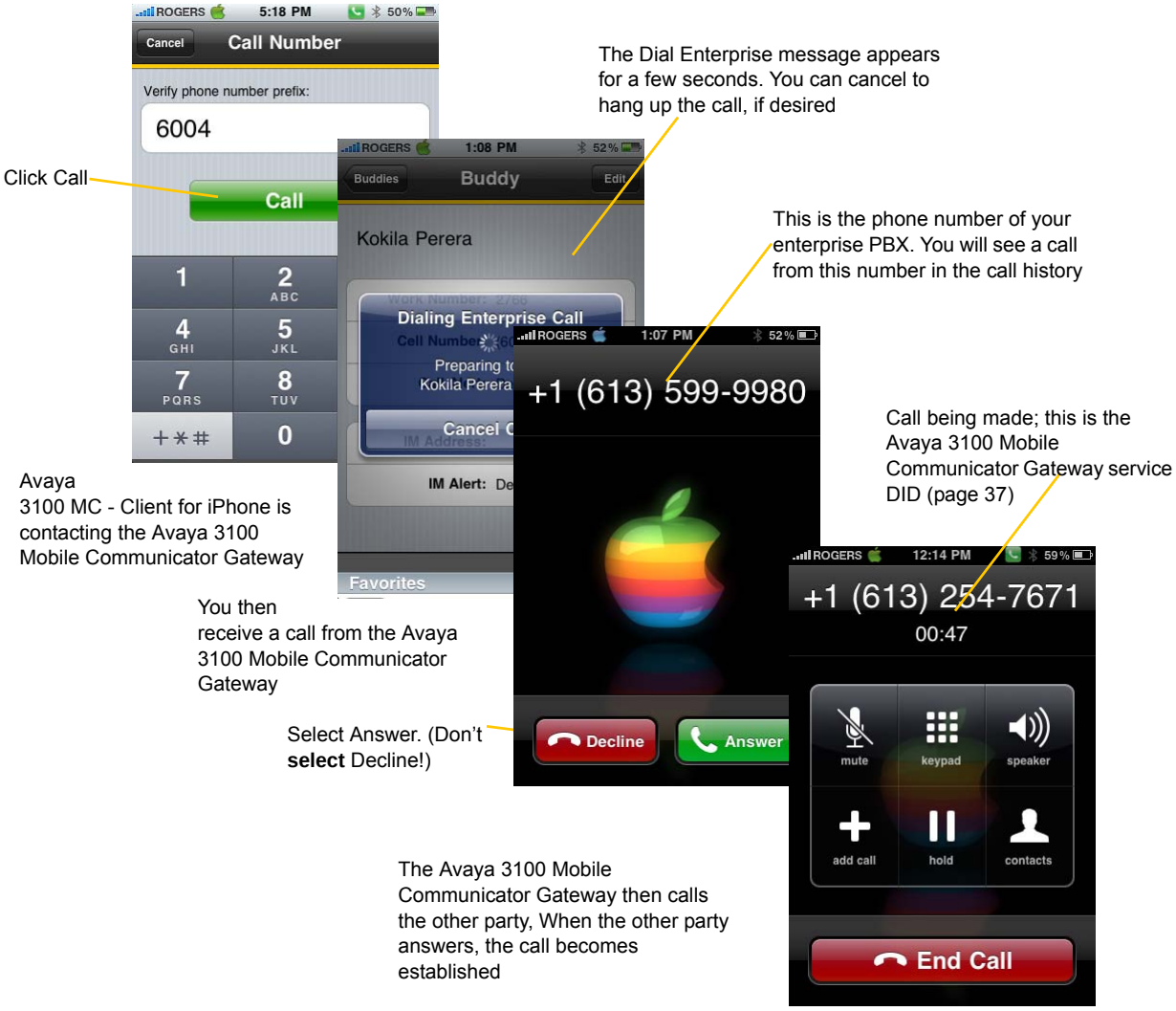
Calling in Call Me First mode

You can place a call in Call Me First mode. The calling scenario for “Call Me First” is longer, but there are some advantages to this option:

- If you have a cell phone plan that provides for free incoming calls, your cell phone will not incur charges on outgoing calls because the local leg will be an incoming call from the PBX to your cell phone.
- Even if your cell phone plan does not provide for free incoming calls, there is an advantage when you are physically located at long distance from the office where your PBX is located: there may be no long-distance charge to your cell phone for the local leg.
- Only “Call Me First” lets you speak to the person from another device (“Placing a call from another device – Call from” on page 16).
- In “Call Me First”, when a call ends, Avaya 3100 MC - Client for iPhone exits; you must restart.

1. Make sure Call Me First is off (Settings > Call Settings; see “Call Settings” on page 37).

2. Find the phone number as for direct mode, then proceed as follows:

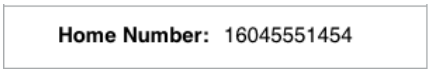

Click Call
The Dial Enterprise message appears for a few seconds. You can cancel to hang up the call, if desired
This is the phone number of your enterprise PBX. You will see a call from this number in the call history
Call being made; this is the Avaya 3100 Mobile Communicator Gateway service DID (page 37)
Avaya 3100 MC - Client for iPhone is contacting the Avaya 3100 Mobile Communicator Gateway
You then receive a call from the Avaya 3100 Mobile Communicator Gateway
Select Answer. (Don't **select** Decline!)
The Avaya 3100 Mobile Communicator Gateway then calls the other party, When the other party answers, the call becomes established
Cancel
Call Number
Verify phone number prefix:
6004
Call
Buddies
Buddy
Edit
Kokila Perera
Dialing Enterprise Call
Favorites
+1 (613) 599-9980
Decline
Answer
+1 (613) 254-7671
00:47
mute
keypad
speaker
add call
hold
contacts
End Call

Placing a call from another device – Call from

You can start a call on your mobile device and then speak to the caller using another device. For example, if you choose your home phone number, you speak to the caller from your home phone (the physical phone, not your home phone number).

The other party will see the call as coming from your single identity, not as coming from your home phone.

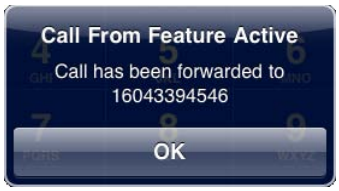
1. Make sure you have performed this setup on the Settings screen:
   - Set up the phone numbers for the other devices (My Profile; see page 35). For example, set up your home phone number.



   - Set "Call from" to one of these numbers (see "Call Settings" on page 37).

2. Place the call.

   The Call From Feature Active message appears. Click OK to clear the message.



   You will get an incoming call on the other device; this is the PBX phoning you in order to establish the “local leg” of the call.

3. Answer the call on that device. You will hear the phone ringing through to the other party. Wait for the other party to answer.

Even though you handled the call on the other phone, the other person sees the call as coming from your single identity. In addition, the call is included in the Avaya 3100 MC - Client for iPhone call history.

Dialing an emergency number

Emergency numbers such as 112 or 911 are handled over the cellular network.

Whether you make the call from a iPhone screen or from a Avaya 3100 MC - Client for iPhone screen, the call is handled as follows:

- It is always placed through the native dialer on the iPhone mobile device without involving the Avaya 3100 Mobile Communicator Gateway.
- It is always made over the cellular network.
- The other party will see the call as coming from your cell phone number.

In this way, the native dialer will ensure that the call is routed to the appropriate emergency services region.

The call should go through even if there is no SIM card in the device, although this ability is controlled by the native dialer, not by the Avaya 3100 Mobile Communicator Gateway.

If emergency calls do not go through the native dialer, contact your administrator.

Receiving calls

Avaya 3100 MC - Client for iPhone must be running and you must be logged into Avaya 3100 MC - Client for iPhone in order use your cell phone to accept calls to your single identity. Note that being logged into Avaya 3100 MC - Client for iPhone does not prevent you taking calls to your single identity at another device, such as your desk extension, if your administrator has set up the PBX so that incoming calls ring on several endpoints.

Handling incoming calls with Call Alert off

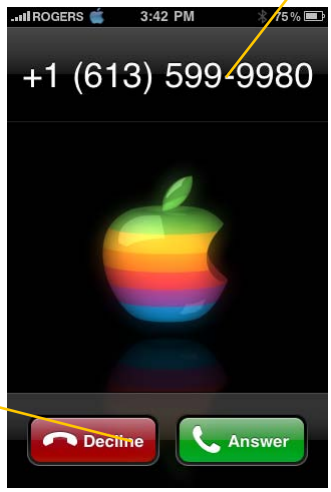
Set up. Turn off “Show Call Alerts” (Settings > Call Settings; see “Call Settings” on page 37).

The ID of the caller

The caller ID may not show and you may see all calls as coming from the enterprise PBX

Wait for the next screen. Do not click Cancel Call!

This is the phone number of your enterprise PBX. For an incoming call, you will *not* see this number in the call history



After a few moments, this screen appears. Select Answer

Call is now established. If you receive a second call while on this first call, the second call will go to enterprise voice mail.

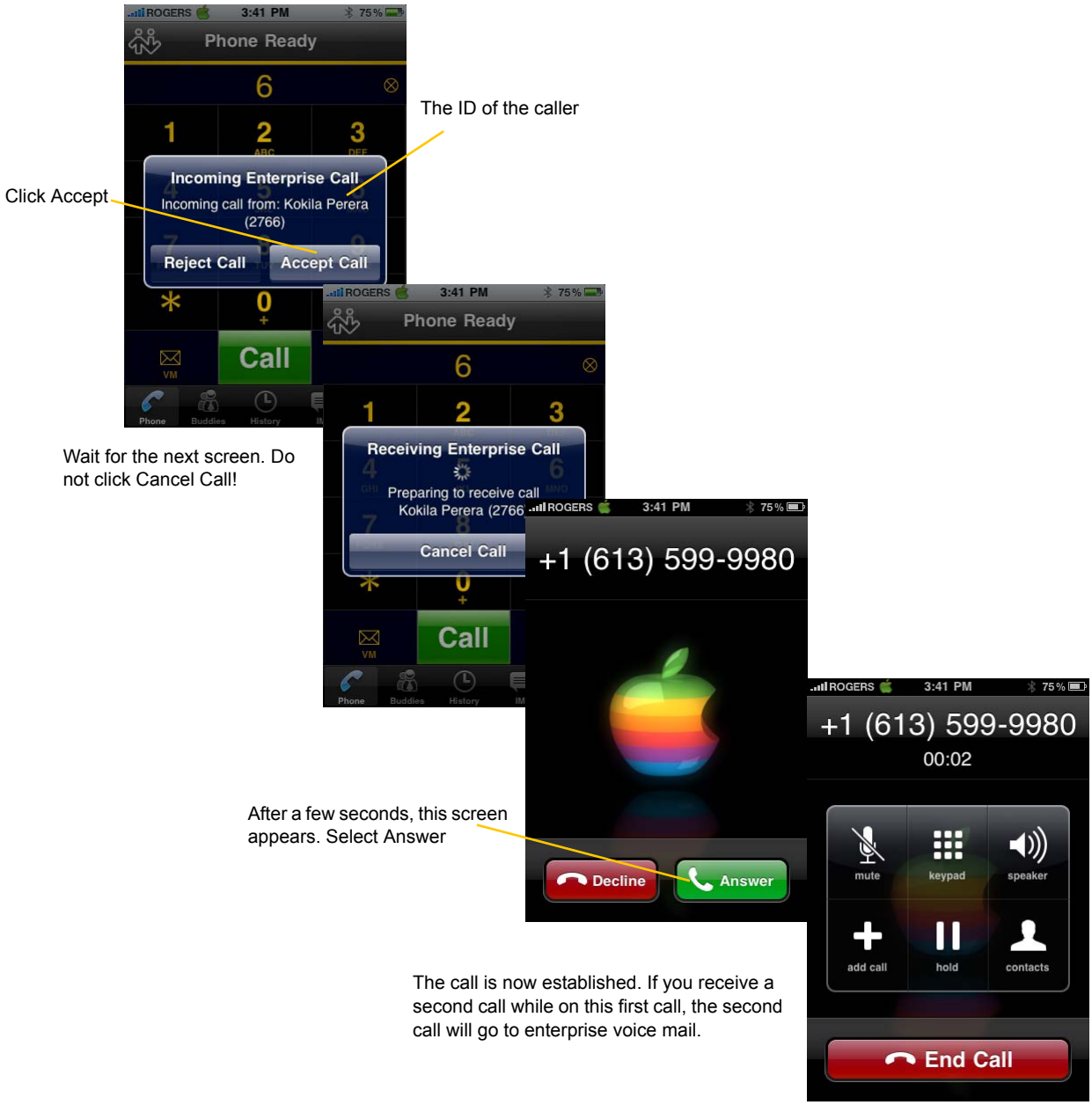
Handling incoming calls with Call Alert on

involves more steps to accept a call but it has the following advantages:

- The caller ID usually appears, so you can decide whether or not to answer the call.
- It is recommended if you use a password to lock your screen or if you are using a Bluetooth headset.

Set up. Turn on “Show Call Alerts” (Settings > Call Settings; see “Call Settings” on page 37).

The alert appears on top of the current screen



Missed calls and voice mail

Missed calls are handled as follows:

- If you are logged out, the incoming call goes to voice mail.
- If Avaya 3100 MC - Client for iPhone is running and logged in, the missed incoming call goes to voice mail and a “missed call” icon appears in the dashboard.

Generally, incoming calls go to enterprise voice mail if you are logged into Avaya 3100 MC - Client for iPhone when the call occurs.

However, if Show Call Alert is on and you accept the call on the call alert but then ignore it when it starts to ring, the call may go to cellular voice mail. You may want to avoid this combination of actions.

Managing an established call

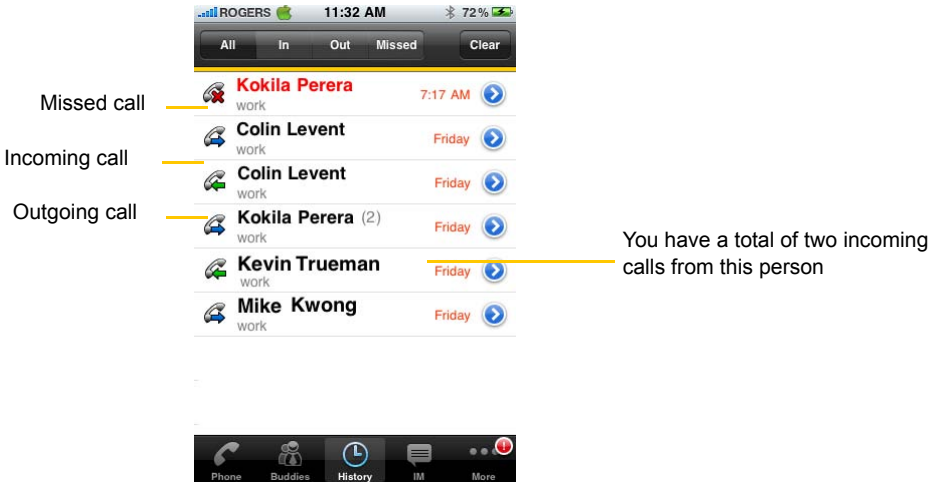
The established call uses the standard iPhone screen

Placing a second call

. While you are on a call using Avaya 3100 MC - Client for iPhone, you can place a second call but the call will not be an “enterprise” call – it will be made as a regular iPhone cellular call and will not go through the Avaya 3100 Mobile Communicator Gateway. Place the call as you would place a call when not using Avaya 3100 MC - Client for iPhone.

Once the second call is placed, you can swap or merge the calls as you would swap or merge any two phone calls on the iPhone.

Recent Calls log (call history)

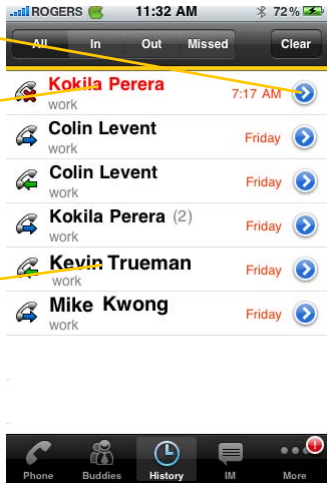


You can work with history items as shown:

Tap to view caller details plus the list of all the calls with this person

To call this person, tap the phone number. The Call Number screen appears

To delete one entry, swipe it and tap Delete



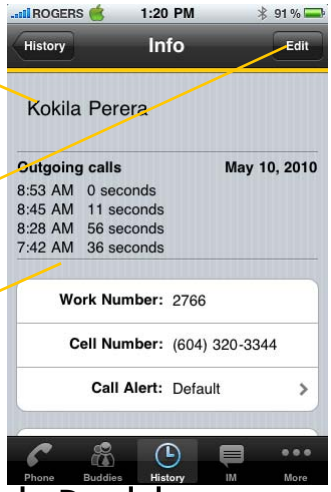
To clear all entries in a specific category, tap the category (for example, tap In or tap Out. Then tap Clear. At the prompt, tap Clear All Recent or tap Cancel.

Caller details

This call was from a buddy so the display name is shown

Tap to edit the buddy details

Recent calls with this person

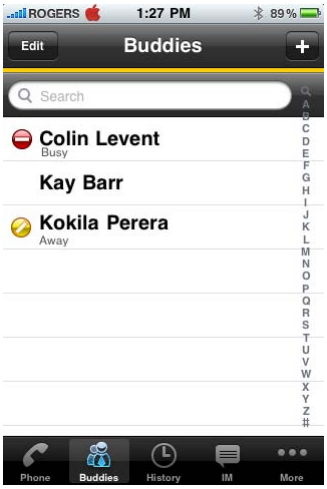


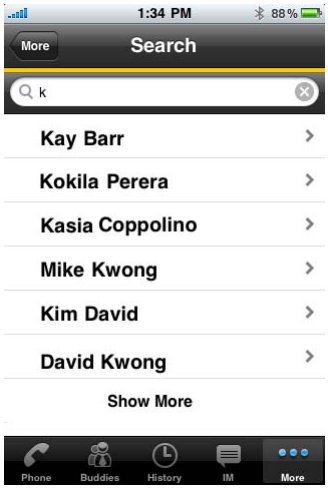
This call is not from a number associated with a buddy, so these buttons appear.

Working with Buddies

Avaya 3100 MC - Client for iPhone gives you access to three contact lists:

- The Avaya 3100 MC - Client for iPhone buddies is initially empty; you must add buddies to this list. You can view this list in its entirety in the Buddies screen. You can also find entries in this list by querying on the Search screen.
- The iPhone address book is automatically accessible to Avaya 3100 MC - Client for iPhone. You find entries in this list by querying on the Search screen.
- The corporate directory (if your administrator has set one up) is automatically accessible to Avaya 3100 MC - Client for iPhone. You find entries in this list by querying on the Search screen (page 26).





Buddy List (left) and Search Results Showing Corporate Directory (right)

Advantages of the Buddies

- You can exchange IMs and obtain presence information (online status) for people in the Buddies screen who belong to your enterprise. You cannot exchange IMs or obtain presence information for other buddies (non-enterprise buddies).
- The Buddies screen contains only people you know you are interested in.
- The Buddies screen often displays fewer people, so you do not have to do a search in order to find a person.

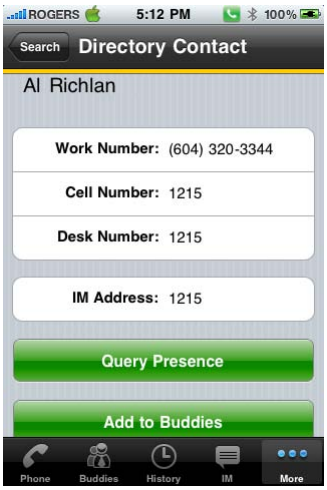
Adding a Buddy from search result, History or IM information

Find the phone number you want to set up as a buddy. The number can be:

- An entry in the History screen.
- The result of a search of the iPhone address book or corporate directory.

.Step 1

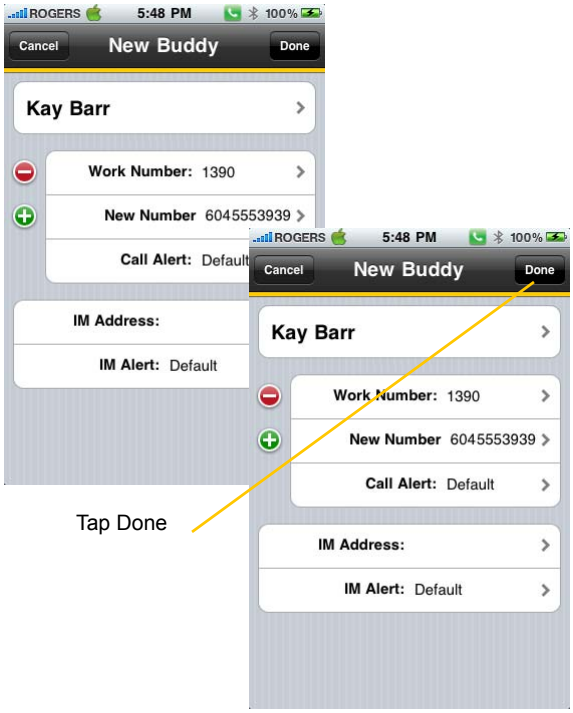
Find the entry in the History (page 20), or by searching the native iPhone address book (page 26), or by searching the Directory (page 26)



Click the Add button

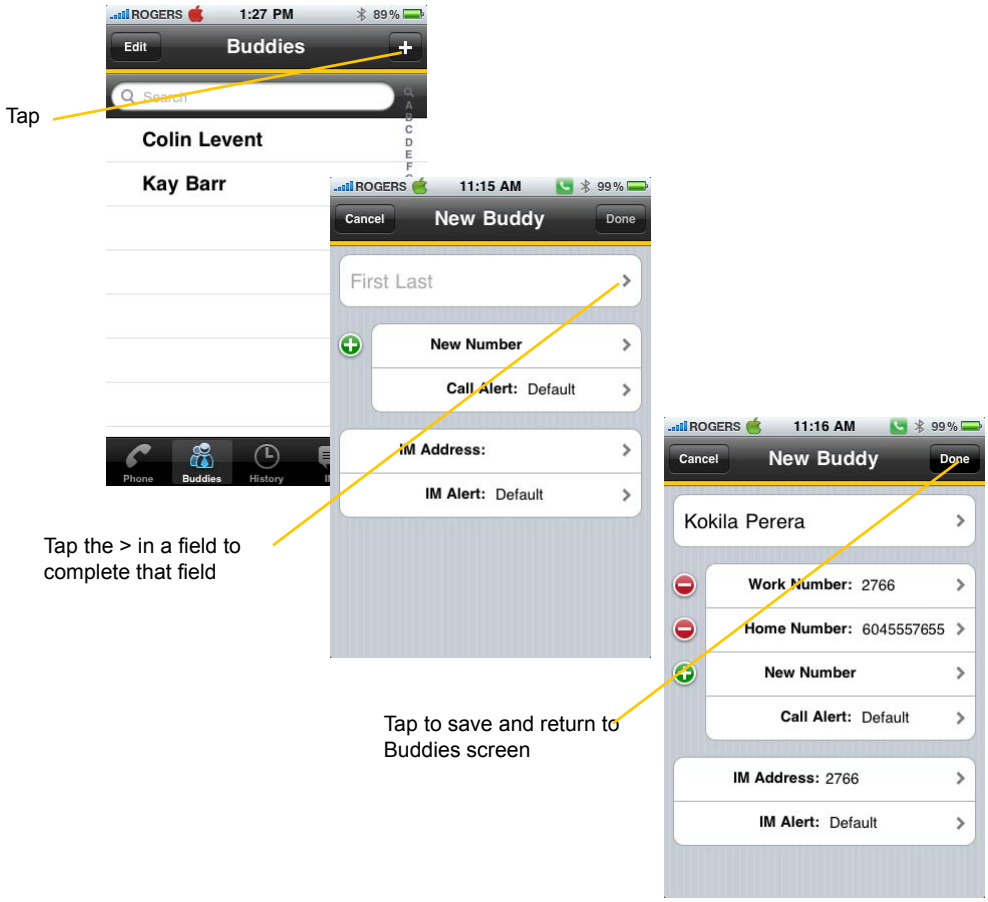
Step 2

Tap the arrow to complete any empty field; see below



Adding a Buddy manually

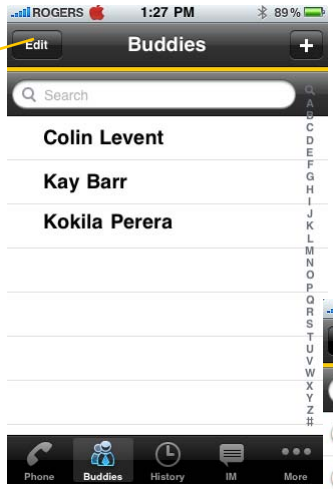
Display the Buddies screen



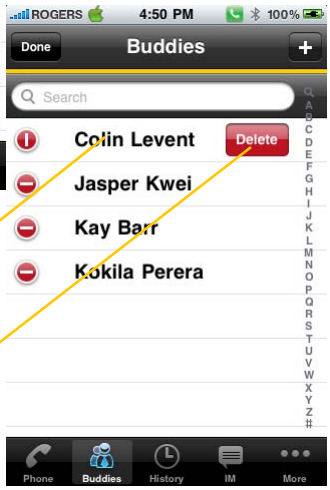
Field	Settings
First Name, Last Name	The buddy's name.
New number	Enter the phone number and select the type of number from the list. Enter as many phone numbers as you need. For the work number of people in your enterprise, select type "Desk Ext." and enter their extension (not your enterprise's main switchboard number); you will be able to place calls directly to this person's extension. For other Avaya 3100 MC - Client for iPhone users, if the person's desk extension and Avaya 3100 MC - Client for iPhone number are different, enter one number as type "Desk Ext." and the other number as type "Work Number". In both cases, enter only the extension. For non-extension phone numbers, enter the number in the format obtained from your administrator: for example, include "9" for an outside line.
Call Alert	Leave the default or select a sound from the list.
IM Address	Enter the IM address only for contacts who are in your enterprise. You cannot send IMs to non-enterprise contacts. This field may be identical to the Desk Ext phone number.
IM Alert	Leave the default or select a sound from the list.

Deleting a Buddy

Tap

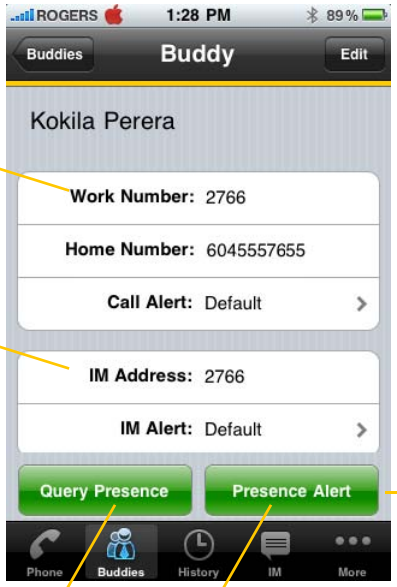


Swipe. The icon turns and the Delete button appears



Tap Delete
Or tap the icon to cancel (the icon flips back)

Working with Buddies



Call this person at any of their phone numbers. See page 14

IM this person. See page 30

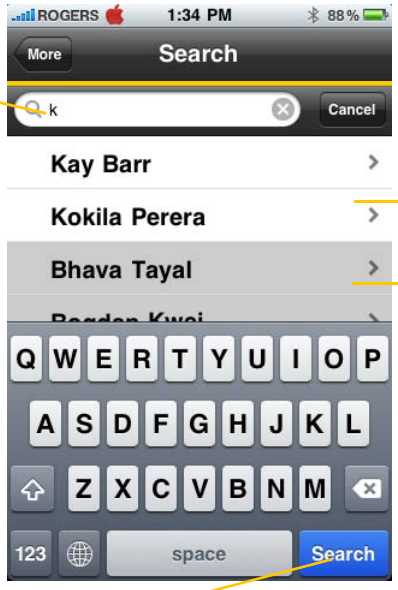
These buttons only appear if the buddy has an IM address

Get or refresh this buddy's presence. See page 27

Enable in order to get an alert when this buddy's presence changes. See page 28

Searching for Buddies

From the Search screen, tap the Search field. The keyboard appears.



Start typing

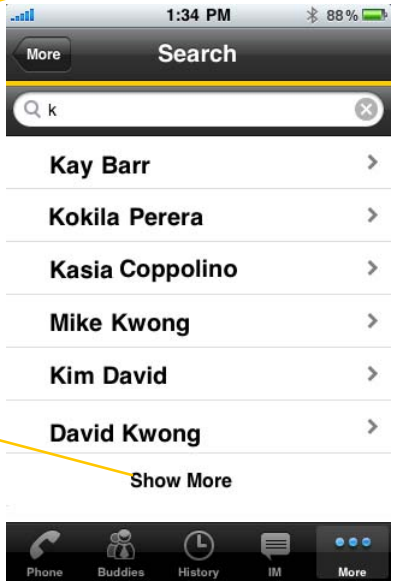
Entries whose first name or last name begin with the typed text will be displayed.

The entries are from the buddies and iPhone address book.

Names with a white background are buddies

Names with a gray background are from the iPhone address book

If the name you are looking for is not displayed, tap Search to search the corporate directory.



Matches from the corporate directory are displayed

Tap Show More to view more matches

If you type more letters, the search goes back to the buddies and iPhone address book

Managing your own presence

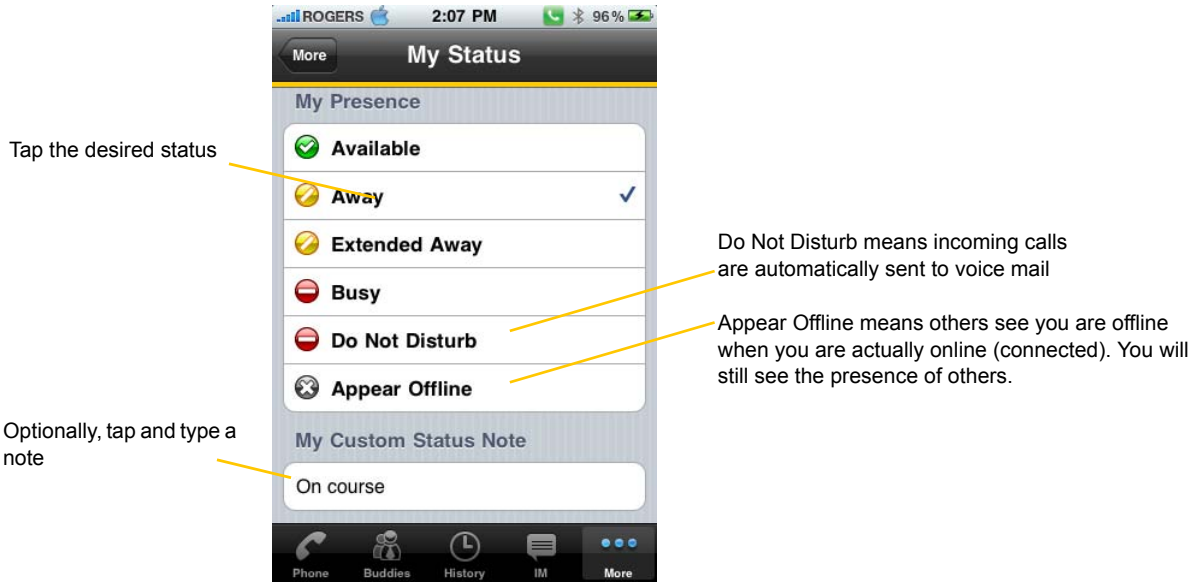
Changing your presence status

Avaya 3100 MC - Client for iPhone automatically updates your presence status when you:

- Log in: Status changes to Available.
- Log out: Status changes to Offline.
- Start a phone call when your status is currently Available: Status changes to On the Phone.

You can also manually change your presence, for example, to Busy. When you do this, your status will no longer change automatically (for example, to “on the phone”) until you change your status back to Available.

Display the My Status screen



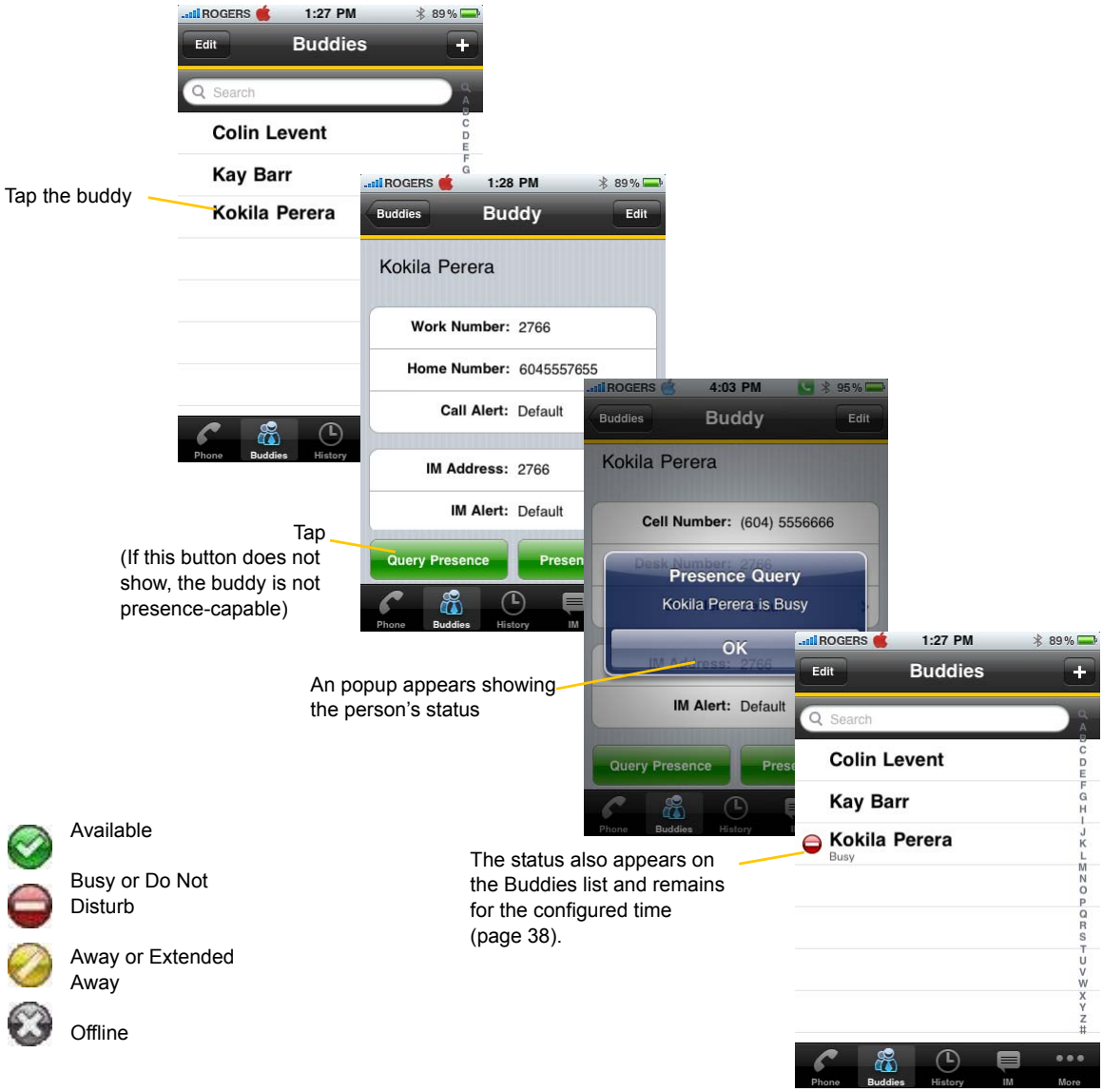
Viewing presence of Buddies

You can see the online status of a buddy in the Buddies screen if the buddy is also a Avaya 3100 MC - Client for iPhone user. (You cannot see the presence of contacts in the iPhone address book or the corporate directory; if you know a person in one of these lists is an Avaya 3100 MC - Client for iPhone user, set up the person in the Buddies list; see page 22.

Viewing presence in Manual mode

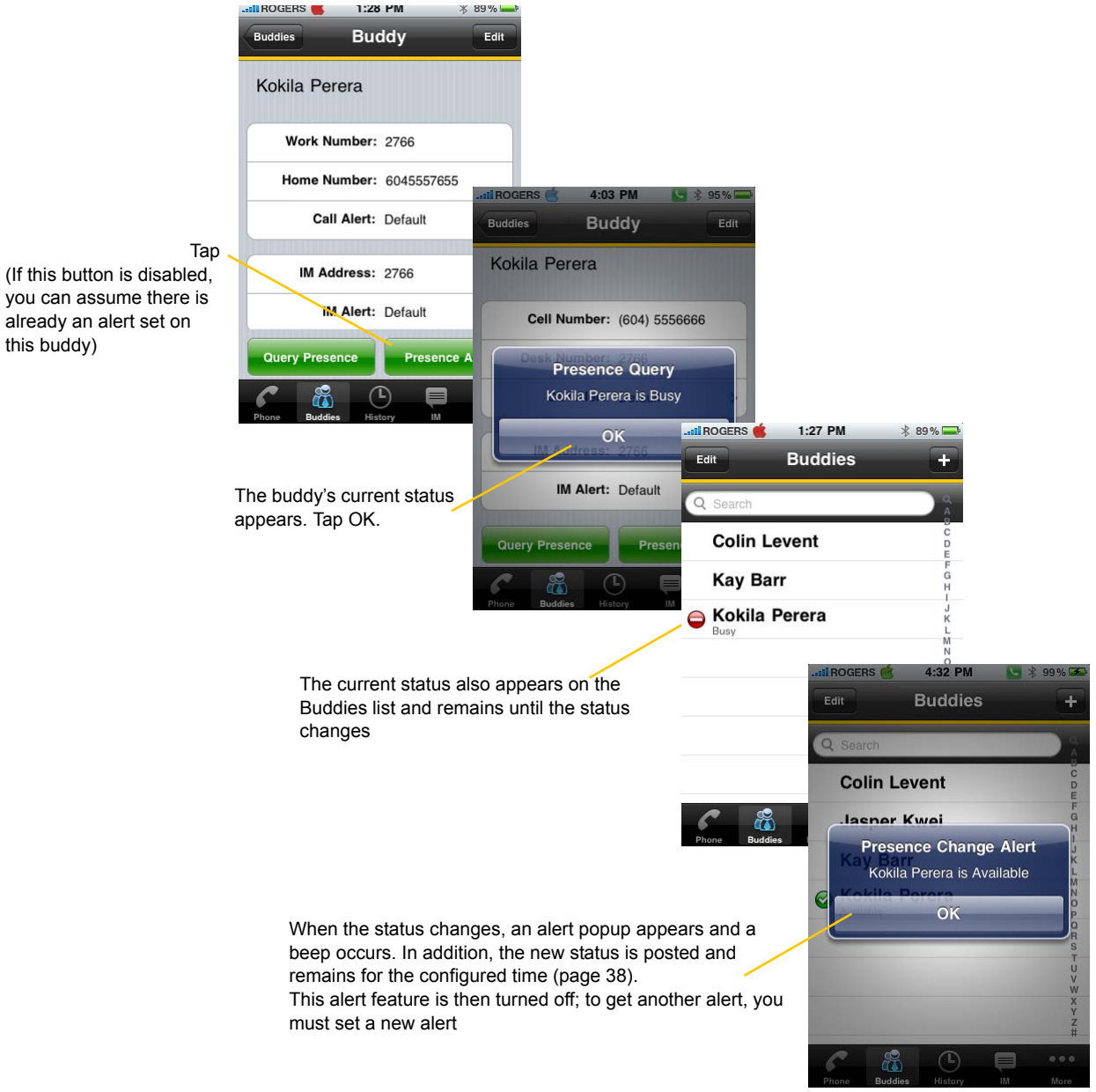
In Manual mode, you must highlight an individual buddy to request presence information. This mode requires less battery usage and less data traffic than automatic mode.

To set presence to manual mode, from the Settings screen, choose Presence Settings and turn off Auto Presence



Requesting an alert in Manual mode

To request to receive an alert when a buddy's presence changes:

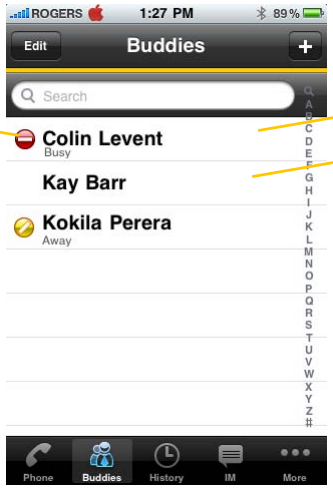

Tap
(If this button is disabled, you can assume there is already an alert set on this buddy)
The buddy's current status appears. Tap OK.
The current status also appears on the Buddies list and remains until the status changes
When the status changes, an alert popup appears and a beep occurs. In addition, the new status is posted and remains for the configured time (page 38).
This alert feature is then turned off; to get another alert, you must set a new alert
Buddies
Buddy
Edit
Kokila Perera
Work Number: 2766
Home Number: 6045557655
Call Alert: Default
IM Address: 2766
IM Alert: Default
Query Presence
Presence Query
Kokila Perera is Busy
OK
Cell Number: (604) 5556666
Colin Levent
Kay Barr
Kokila Perera
Busy
Presence Change Alert
Kokila Perera is Available
Phone
Buddies
History
IM
More

Viewing presence in Automatic mode

In Automatic mode, you see the presence icons for all presence-capable buddies. This mode increases battery use and increases the data traffic.

To set presence to automatic mode, from the Settings screen, choose Presence Settings and turn on Auto Presence.

The icon changes immediately when the person's status changes



Colin and Kokila are both presence-capable buddies so they have icons

Kay is not presence-capable so she has no icon

Available

Busy or Do Not Disturb

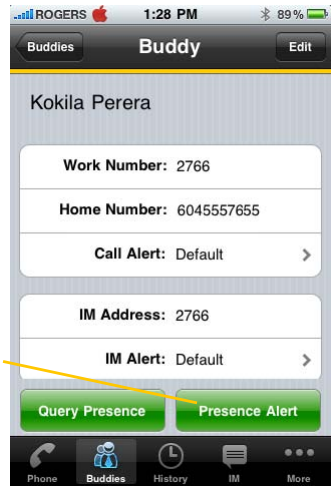
Away or Extended Away

Offline

Requesting an alert in Automatic mode

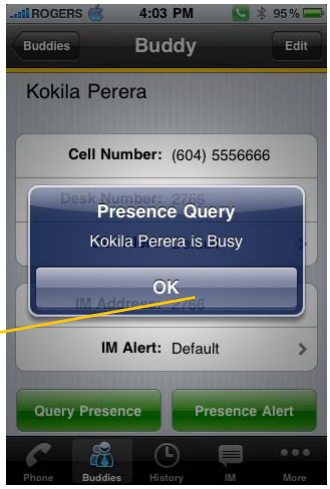
You can also request to receive an alert the next time a buddy's presence changes:

On the Buddies screen, tap the buddy (the buddy must have an icon). The Buddy screen appears.



Tap

(If this button is disabled, you can assume there is already an alert set on this buddy)



The next time the user's presence changes, you receive a popup alert and an audible beep. This alert feature is then turned off; to get another alert, you must set a new alert

Instant messages

You can exchange instant messages (IM) with people in the Buddies list who belong in your enterprise. You cannot exchange IMs with non-enterprise buddies. The buddy must have an entry in the IM address field.

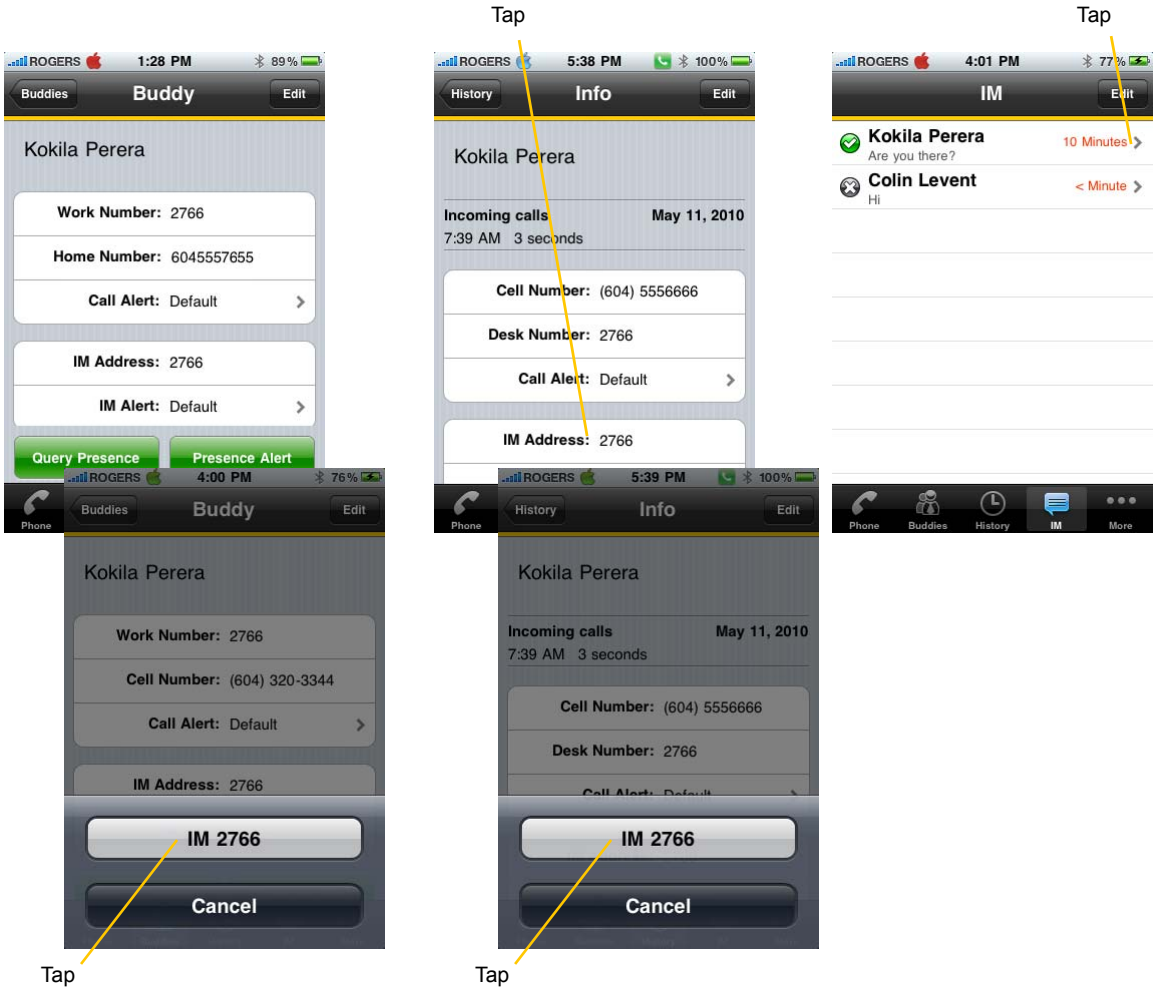
Sending a message to a single Buddy

Step 1 – Display the IM window

Display the Buddies screen and tap the buddy. If the IM address is completed, you can send an IM

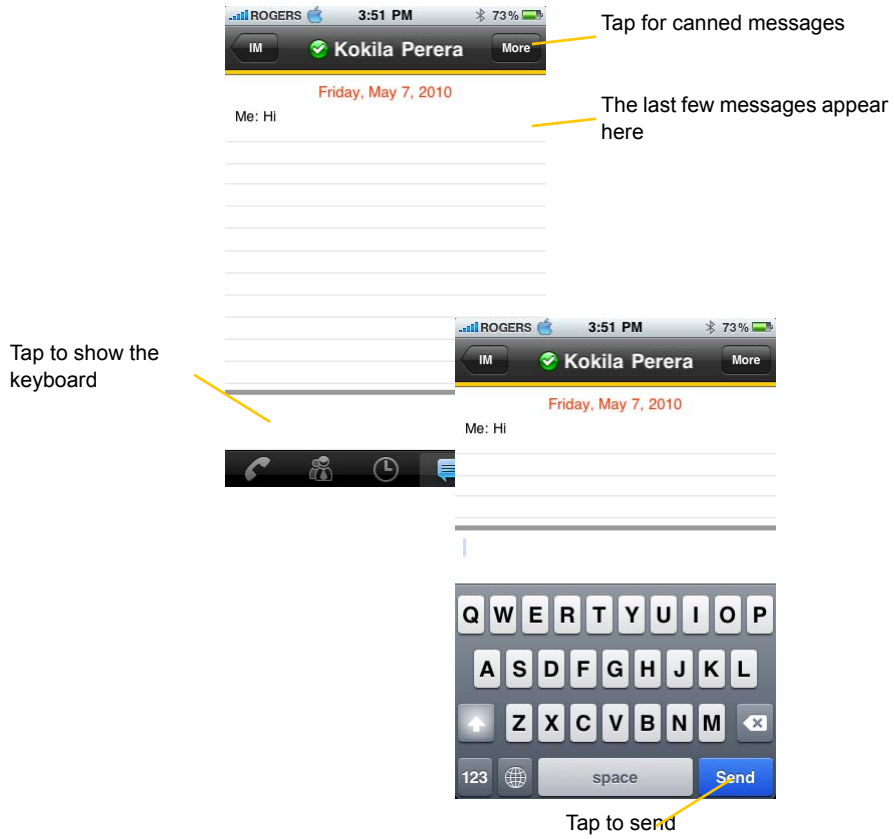
Or display the History screen and tap an entry who is a buddy. If the IM address is completed, you can send an IM

Or display the IM screen



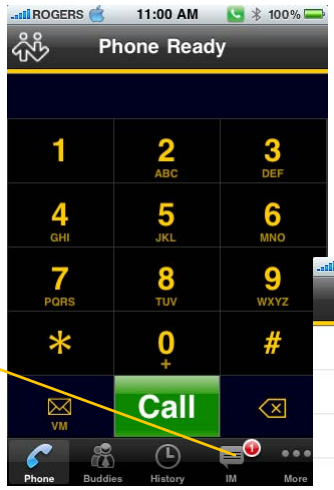
Step 2

In all cases, an IM session opens for this buddy



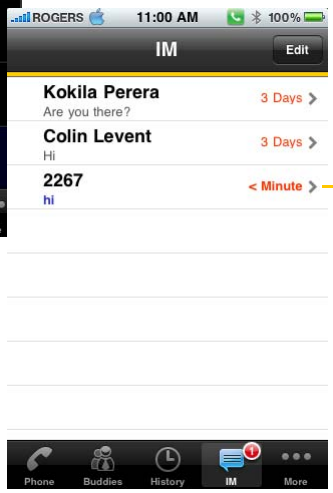
Receiving instant messages

If Incoming IM Alert is on



There may also be a sound and a vibration, depending on how you configured IM alerts (page 38)

An alert appears here
Tap

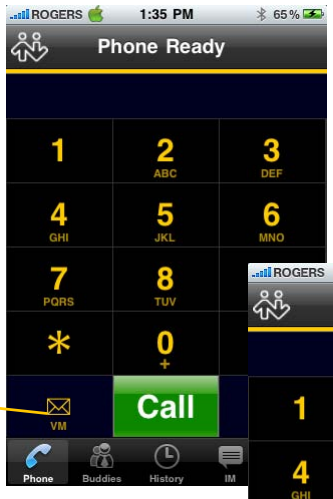


Unread entries appear in bold

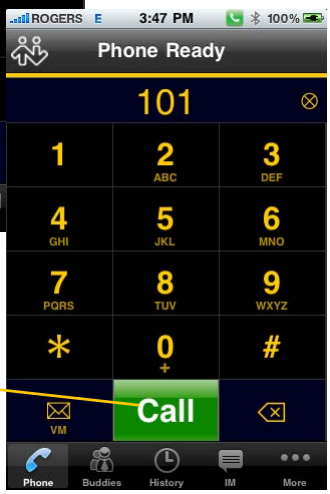
This person is in your enterprise but not in your Buddies list

The list of recent IMs appears. Tap the > to display the unread entry

Listening to voice mail



Tap the voice mail icon. The number configured as the voice mail number (page 37) appears



Tap to call voice mail

If a voice mail message does not seem to be in your enterprise voice mail, check your cellular voice mail; in some situations, incoming calls may go to that service.

Configuration

Login information

To display the Login screen, tap More > Login.

After your initial login, you only need to change this information if directed to do so by your administrator.

Field	Description
User Name	Your Avaya 3100 Mobile Communicator - Client for iPhone (Avaya 3100 MC - Client for iPhone) username and password, obtained from your administrator.
Password	
Server Address	The address and port of the Avaya 3100 Mobile Communicator Gateway server. This is the server you connect to each time you log in. You must be connected to this server in order to use Avaya 3100 MC - Client for iPhone.
Port	
Secure	Set as advised by your administrator: • On to use HTTPS • Off to use HTTP

My Profile

To display the My Profile screen, tap More > Settings.

You can create a list of phone numbers for other phone devices that belong to you. If you create this list, you will be able to make calls from that phone. For example, if you specify to use your home phone, you will start the phone call using Avaya 3100 MC - Client for iPhone but then you will switch to your home phone device to call and speak to the person. See “Placing a call from another device – Call from” on page 16.

Phone number format

All these numbers are used by the Avaya 3100 Mobile Communicator Gateway to make a phone call to your cell phone.

The format of the numbers must follow the rules set by your administrator. For example, whether to include “9” for an outside call, “1” for long distance, and so on.

Field	Description
Display Name	Complete as desired
First Name	
Last Name	
IM Address	Your enterprise IM address. May be identical to your user name or your desk extension. Must be completed to send or receive IMs.
Desk Ext.	This number may or may not be different from your Avaya 3100 MC - Client for iPhone number (User name in Information).
Home Number	Optional. If specified, you will be able to use it to “call from” when placing an outgoing call; see “Placing a call from another device – Call from” on page 16.
Custom Number	Optional. If specified, you will be able to use it to “call from” when placing an outgoing call; see “Placing a call from another device – Call from” on page 16.

Call Settings

To display the Call Settings screen, tap More > Settings.

Field	Description
My Cell Number	Auto populated. This is the number you entered when you first logged in (page 8). You must log out to change this field.
Call Me First	For outgoing calls, controls how the local leg of the call is placed: • On: The Avaya 3100 Mobile Communicator Gateway calls you. See page 15. • Off: You call the Avaya 3100 Mobile Communicator Gateway. Also known as Direct mode. See page 14.
Show Call Alert	For incoming calls, controls whether an alert first appears on Avaya 3100 MC - Client for iPhone: • On: A popup appears on the phone, showing the caller ID. You can specify which device to accept the call on, for example, the cell phone or your desk phone. Then the incoming call actually rings on that device where you must answer it in the normal way. • Off. There is no popup with the caller ID and you can only answer the call on the cell phone, not at another device.
Alert Sound Alert Vibration Alert Ringtone	You can play a sound and/or make the iPhone vibrate when you receive a call. If you choose to play a sound, you can select the sound in Alert Ringtone.
Call From	Select a number from the list. Outgoing calls will be placed from the device corresponding to this number. See page 16. The standard behavior is to call from your Avaya 3100 MC - Client for iPhone device: choose My Cell Number.
Service DID	Specifies the phone number used by Avaya 3100 MC - Client for iPhone for placing calls to the Avaya 3100 Mobile Communicator Gateway. Select the number specified by your administrator.
Voice Mail	Specifies the voicemail phone number to listen to your messages. If the field is empty, obtain the number from your administrator.

IM Settings

To display the IM Settings screen, tap More > Settings.

You can play a sound and/or make the iPhone vibrate when you receive an instant message. If you choose to play a sound, you can select the sound in Alert Ringtone.

Presence Settings

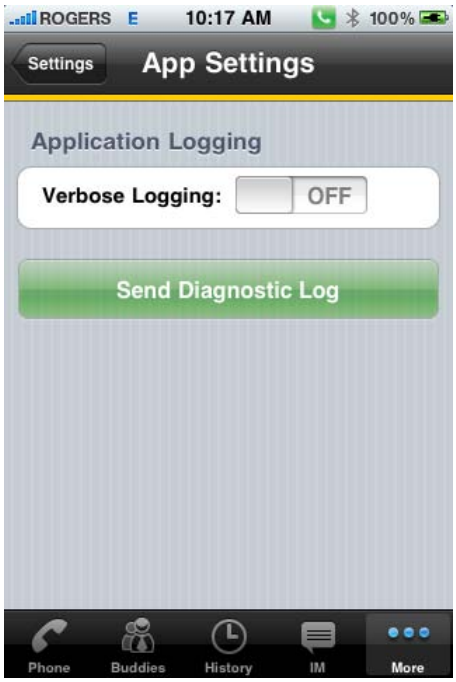
To display the Presence Settings screen, tap More > Settings.

Field	Description
Auto Presence	Specifies how presence information is obtained for buddies in the Buddies screen: • Presence information must be obtained manually by highlighting the buddy and selecting Options > Get Presence • Presence information is obtained continually. This mode increases battery use and increases the data traffic. Presence only works if the buddy is presence-capable.
Alert Sound Alert Vibration Alert Ringtone	You can play a sound and/or make the iPhone vibrate when you receive a presence alert in manual mode (page 28) or in automatic mode (page 30). If you choose to play a sound, you can select the sound in Alert Ringtone.

Field	Description
Clear Presence	The timeout for the presence indicator: the number of minutes the presence indicator displays when you have manually obtained presence information. Default is 1 minute.

App Settings

To display the App Settings screen, tap More > Settings.



Work with this screen only when instructed to do so by your customer support representative, in order to troubleshoot a problem.

Turn on Verbose Logging, then use Avaya 3100 MC - Client for iPhone as directed. Your actions are logged to a report. When done, turn off Verbose Logging and click Send Diagnostic Log in order to send the report.

Glossary

Cellular voicemail	The voicemail service provided by your cellphone service provider.
3100 MCG	The Avaya 3100 Mobile Communicator Gateway; a server in your enterprise that Avaya 3100 Mobile Communicator - Client for iPhone communicates with.
Enterprise buddies	People in the Buddies window who belong to your enterprise. You can IM or view the online presence of these people.
Enterprise call	A phone call made from Avaya 3100 Mobile Communicator - Client for iPhone via the Avaya 3100 Mobile Communicator Gateway. As opposed to a native cellular call, made using the native dialer in the “regular” way.
Enterprise voicemail	The internal voice mail service for your enterprise; typically this is the voice mail service you have always used with your desk phone. It is displayed in Avaya 3100 Mobile Communicator - Client for iPhone on the Settings > Call screen.
Local leg	The part of a phone call between you and the PBX. In Avaya 3100 Mobile Communicator - Client for iPhone, all calls consist of two legs: a local leg between you and the PBX and a remote leg between the PBX and the other party.
Native Dialer	The iPhone phone functionality on your cell phone.
Native phone	The iPhone phone and the iPhone phone screens.
Non-enterprise buddies	People in the Buddies window who do not belong to your enterprise. You cannot IM or view the online presence of these people.
Presence-capable	A presence-capable buddy is a buddy in the Buddies screen who is also a Avaya 3100 Mobile Communicator - Client for iPhone user.
Remote leg	The part of a phone call between the PBX and the other party. In Avaya 3100 Mobile Communicator - Client for iPhone, all calls consist of two legs: a local leg between you and the PBX and a remote leg between the PBX and the other party.
Single Identity	This is the phone number that you give to people to phone you at: either your direct phone number or your company’s main number plus your Avaya 3100 Mobile Communicator - Client for iPhone extension (your Avaya 3100 MC - Client for iPhone user name).
Single mode	In this mode, you can make calls only on the cellular network.